

GIFT CARD FAQs

WHAT DENOMINATIONS ARE AVAILABLE?

You can purchase Camana Bay Gift Cards for any amount between CI\$10 and CI\$500.

HOW DO I ACTIVATE THE GIFT CARD?

The Camana Bay Visitor Centre will activate your Camana Bay Gift Card upon purchase.

DOES THE CAMANA BAY GIFT CARD EXPIRE?

Camana Bay gift cards never expire.

WHAT FORMS OF PAYMENT ARE ACCEPTED TO PURCHASE A GIFT CARD?

Cash, MasterCard, Visa credit and debit cards. American Express and cheques are not accepted.

WHERE CAN I USE MY CAMANA BAY GIFT CARD?

You can use your Camana Bay Gift Card at any participating shop, restaurant, entertainment, fitness or beauty facility in the Town Centre.

CAN A LOST, STOLEN OR DAMAGED CAMANA BAY GIFT CARD BE REPLACED?

Yes, if you provide the Visitor Centre with the card number of your lost, stolen or damaged Camana Bay Gift Card it can be deactivated and the remaining funds can be transferred to a new gift card. Without the card number, the Visitor Centre will not be able to deactivate your gift card and any remaining funds will be lost.

HOW CAN I CHECK THE BALANCE OF MY CAMANA BAY GIFT CARD?

There are three ways to keep track of the remaining balance on your Camana Bay Gift Card:

1. Purchase receipt – Every time you use your gift card, the remaining balance will appear at the bottom of your receipt.
2. Point of Sale – Ask the friendly staff at any participating merchant or at the Visitor Centre to look up the remaining balance on their terminal.
3. Online – Visit Valutec.net and enter your gift card number and PIN to view the remaining balance.



CAN I ADD MORE VALUE TO A CAMANA BAY GIFT CARD?

Yes, you can continue adding additional funds to your Camana Bay Gift Card up to a lifetime limit of CI\$10,000.

HOW DO I USE THE CAMANA BAY GIFT CARD TO MAKE A PURCHASE?

To make a purchase using your gift card, simply present the card to the cashier of participating Camana Bay merchants at the time of payment.

CAN I USE A CAMANA BAY GIFT CARD AND ANOTHER FORM OF PAYMENT IN THE SAME TRANSACTION?

Yes, you can use another form of payment in the same transaction.

HOW DO I REPORT A LOST, STOLEN OR DAMAGED CAMANA BAY GIFT CARD?

Lost, stolen or damaged Camana Bay Gift Cards should be reported immediately by visiting the Visitor Centre located in the Camana Bay Town Centre or by calling 345.640.4000. Neither Camana Bay nor participating merchants are responsible for lost, stolen or damaged gift cards or any unauthorised use.

HOW ARE PRODUCTS PURCHASED WITH A CAMANA BAY GIFT CARD REFUNDED?

Products purchased using a Camana Bay Gift Card cannot be refunded with cash. Please check with the merchant at point of purchase for their refund policy.

ARE THERE ANY ADDITIONAL FEES WHEN PURCHASING OR USING A CAMANA BAY GIFT CARD?

You will not incur any purchase, transaction or maintenance fees associated with the Camana Bay Gift Card.

CAN I USE MULTIPLE CAMANA BAY GIFT CARDS WHEN MAKING A PURCHASE?

Yes, you can use multiple Camana Bay Gift Cards to make a purchase.

IMPORTANT TERMS AND CONDITIONS:

- The card is the property of Cayman Shores Development Ltd ("CSDL") and is redeemable only at participating shops at Camana Bay.
- The gift card is not a credit/debit card and has no implied warranties whatsoever.
- Neither CSDL nor participating merchants are responsible for lost, stolen or damaged cards or any unauthorised use.
- Additional value may be added to the card up to a lifetime limit of CI\$10,000 per CIMA law.
- The card cannot be redeemed for cash.

